



GOSSNER COLLEGE, RANCHI

(A Deficit Grant Minority College, Affiliated to Ranchi University, Ranchi, Registered under 2 (F) & 12 (B) of UGC Act)

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NAAC ACCREDITED

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INTERNAL QUALITY ASSURANCE CELL (IQAC)

Action Taken Report (ATR)

on

Students' Feedback Survey (SSS)

Academic Session 2023-24

1. Introduction

The Student Satisfaction Survey (SSS) for the academic session 2023–2024 was conducted as per NAAC guidelines using a structured questionnaire based on the 20-point format. The survey collected student perceptions regarding teaching–learning processes, academic environment, and institutional support.

II. Summary of Student Feedback

Analysis of students' responses indicated:

Overall Feedback

- Students expressed satisfaction with the teaching–learning processes.
- Teachers were appreciated for communication, subject knowledge, fairness in evaluation, and preparedness for classes.
- Students acknowledged the use of ICT by faculty members.
- A section of students suggested improvements in classroom facilities, library resources, and co-curricular exposure.
- Some students reported hesitation in approaching faculty for academic concerns.

III. Key Suggestions from Students

- Strengthening ICT-enabled classrooms.
- Increasing interactive and activity-based teaching.
- Organizing more seminars, workshops, and practical exposure.
- Enhancing library resources (books, digital content).
- Improving campus infrastructure and Wi-Fi facilities.
- Increasing co-curricular and extracurricular activities.
- More supportive academic mentoring and guidance.

IV. Action Taken by the Institution

Based on the feedback, the following actions were initiated:

A. Teaching–Learning Enhancement

- Faculty members were encouraged to adopt more ICT tools, including smart boards, presentations, and digital resources.
- Departments were advised to integrate interactive sessions, discussions, and student presentations.
- Mentoring mechanisms were strengthened to ensure that students feel comfortable approaching teachers.

B. Academic Support Measures

- Remedial classes planned for academically weaker students.
- Faculty instructed to provide more personalized academic guidance.
- Regular academic counselling sessions were arranged.

C. Infrastructure and Facility Improvements

- Proposal submitted for upgrading classrooms with ICT facilities.
- Library Committee initiated procurement of additional books and digital learning resources.
- Steps were taken to improve Wi-Fi connectivity in academic blocks.

D. Student Development Initiatives

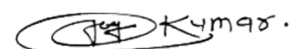
- Increased frequency of seminars, workshops, career talks, and skill-based training programs.
- More cultural, sports, and co-curricular activities were organised to enhance overall development.
- Placement cell activities were strengthened to support career readiness.

E. Communication & Grievance Redressal

- Awareness programs conducted to encourage students to utilize grievance redressal mechanisms.
- Departments asked to maintain regular communication with students through notices, WhatsApp groups, and mentoring sessions.

V. Conclusion

The student satisfaction survey has proven to be an invaluable diagnostic tool, confirming that the core academic delivery at Gossner College is robust and highly valued by students. The subsequent implementation of a targeted action plan has yielded significant positive outcomes, including an enhanced teaching-learning environment through the increased use of ICT tools and improved student-teacher interaction, which has strengthened mentoring rapport. Furthermore, these efforts have fostered a more vibrant academic atmosphere, leading to greater student participation in institutional activities and bolstered academic support systems. Ultimately, by proactively addressing feedback and focusing on key areas for development, the college has successfully strengthened its institutional health, significantly elevated the overall student experience, and solidified its standing as a responsive and dynamic educational institution.

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